

## **\*-9-1-1 RFP EVALUATION COMMITTEE AUGUST 18, 2004**

Richard Smith, LCSO/DEM - *Chair*  
Becky Gay, LCSO/Com - *Member*  
Ben Pingree, LCBCC - *Member*  
Erin Imus, LCSO/DEM  
Robert Pough, 9-1-1 Direct  
Cindy Rolland, Sprint  
Mike Horine, Interact  
Debra Smith, TDS Telecom  
Arthur Kraus, AK Associates  
Victor Tochijara, CML

Edith Taylor, LCSO/DEM - *Member*  
Jeanine Donaldson, TPD - *Member*  
Judy Botts, LCSO/DEM - *Minutes Recorder*  
Jeff Hunt, Positron  
Stephen Fullerton, Sprint  
Ed Gonzalez, Interact  
Ann Marie Lang, TCI  
Dave Wychoff, CML  
Ken Morris, LCBCC

### **◆ Karen Harrell/Risk Management – RFP Outstanding Insurance Issues**

**Interact:** Pg. 17, Sec. 6 – Insurance requirements not met; consider another carrier. Declines to issue additional insureds, declines to waive subrogation on Workers Comp, General Liability, employer liability, automobile.

**Interact Response:** *Would like to have another opportunity to review.*

**Sprint/CML:** Appendix C, Pg. C2 – Additional insured, General Liability & Automobile Liability, Waiver of Subrogation, 30 Day Advance Notice of Cancellation, Workers Compensation, Employers Liability.

**Sprint/CML Response:** *Sprint's Risk Management cannot accept RFP's verbiage; waiting for a response from our legal department. Request opportunity to go back and address this issue.*

**Sprint/Positron:** Same Issue

**Sprint/Positron Response:** *Same response as Sprint/CML Response.*

**CML:** Sec. 1, last page – Workers Comp not addressed.

**CML/Response:** *We need to request clarification; probably an omission.*

**911 Direct:** Under Products and Services, Volume II Proposal – pg. 7; Willing to Comply – pg. 18. Did not indicate coverage in place or if it will be supplied.

**911 Direct/Response:** *Documentation may be found in back of the book.*

**TDS:** All requirements met.

### **Q & A:**

**Steve Fullerton/Sprint:** (Re: Sprint-CML and Sprint-Positron Proposals) Regarding Certificate of Liability Insurance, insurance is in place.

**Karen Harrell:** Additional insureds need to be addressed.

**Ed Gonzalez/Interact:** We will meet that requirement.

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**Karen Harrell: Summary** – TDS and 911 Direct are in total compliance. Sprint, Interact, and CML have agreed to go back and provide language or documentation that will meet requirements. Contact Purchasing Department for clarification.

**Dave Wycoff/CML:** Our insurance certificate will be faxed today.

◆ **Ben Pingree/LCBCC – WMBE**

**Analysis of Bid Respondents MWBE Statements.** This is a non-discussionable, non-negotiable issue. We are required to score MWBE points as follows:

Interact 0 points; Sprint/CML 0 points; CML 0 points; Sprint/Positron 0 points; 911 Direct 10 points; TDS 0 points.

◆ **Review of Proposals - INTERACT**

**Section 1 – Executive Summary**

**Pingree:** Found it difficult to compare costs on an “apples to apples” basis.

**Section 2 – Project Requirements**

**Jeanine Donaldson:** Pg. 4, where is alarm located? *Response: Alarm is set up remotely in Atlanta. Alarm is in back room and visual at PSAP.*

**Jeanine Donaldson:** Pg. 6, Section 5 - Regarding call transfer, does it allow for conferencing the call? Can it be set so that only one operator can speak? *Response: They can interrupt the call if needed.*

**Pages 7 – 10:** Committee members had no questions or comments.

**Jeanine Donaldson:** Pg. 11, Can we use our current headsets? *Response: If we have the model number we can supply the needed jack.*

**Pages 12-13:** Committee members had no questions or comments.

**Ben Pingree:** Pg. 14, Does ANI/ALI come up on the GIS map? *Response: The current system does this, the proposed will do so.*

**Page 15-16 :** Committee members had no questions or comments.

**Jeanine Donaldson:** Pg. 17, It doesn't explain in detail if the reports I need are there. *Response: It tracks everything going in and out, transfers, on-holds. Based on SQL, Crystal ad hoc reporting, all automated, can be sent out automatically.*

**Richard Smith:** Regarding security of the information, can each PSAP look at all information? *Response: Others can see if permission is given. Information can be viewed but not changed.*

**Becky Gay:** Does it include abandoned calls? *Response: Yes.* Can it be sorted? *Response: Yes.* Does it tell you where it goes? *Response: Will have to clarify this.*

No additional questions for this section.

**Section 3: Qualifications of the Proposer**

No questions for this section.

**Section 4: Scope of Work**

**Richard Smith:** Final paragraph, pg. 26, the timeline specified December 17, can you meet that deadline? *Response: Yes.*

**Section 5: General Expectations of the Contractor**

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3 26

No questions for this section.

#### **Section 6: Proposed Cost Matrix**

##### **Pg.1, Option 1**

**Ben Pingree:** Explain difference between Option 1 and Option 2. *Response: Option 1 proposes a Central Host Controller; Option 2 offers a second set of equipment for redundancy. Refer to Sec. F for network diagrams. (Note: In Section F, Pg. 2 represents Option #2, Pg. 6 represents Option #1.)*

**Ben Pingree:** Any interest with TPD and LCSO to lose redundancy? *Response: No.*

##### **Richard Smith: Pricing for Option 2**

(Note Re: Pricing: Pricing information provided by vendor and recorded on whiteboard. Pricing information recorded and captured on Excel Spreadsheet included herewith and identified as "Attachment A.")

**Edith Taylor:** We asked for options, i.e. GIS positions.

**Jeanine Donaldson:** Is MIS included in the non-recurring costs. *Response: Yes.*

**Richard Smith:** Is the \$1,712,373 for recurring costs negotiable in case we don't have that much for the down payment? *Response: Yes.*

#### **Section 7: Proposed Compensation Schedule**

**Richard Smith:** Is this applicable only to the non recurring costs? *Response: yes.*

#### **Section 8: Profiles of Key Personnel**

No questions for this section.

#### **Section 9: References**

**Ben Pingree:** How many counties in Florida do you have? *Response: 20.*

#### **Appendix A: System and Product Descriptions**

**Richard Smith:** Pg. 37 Jeanine Donaldson and Becky Gay, are you both comfortable with this configuration? *Response: Jeanine: 20" flat screens? Response: Yes. Does it have keyboard, mouse, touch screen? Response: Does not include a touch screen. Becky Gay: We don't want a touch screen.*

**Edith Taylor:** Is the telephone system volume adjustable? *Response: Yes, digital will allow volume adjustments on transmitting and receiving, on the fly.*

#### **Appendix B: Project Management**

**Ben Pingree:** Is the dedicated staff local? *Response: Yes, we will assign 3 techs locally.*

**Richard Smith:** Pg. 52, bullet #3 – Are you suggesting office space for Interact's personnel? *Response: This applies to the equipment setup, training, and implementation phases, not for maintenance as they will have offices in their homes.*

#### **Appendix C: Maintenance, Warranty and Support**

**Richard Smith:** Pg. 55 – Committee, is the proposed response time o.k.? *Response: Yes.*

#### **Appendix D: Training Outlines**

**Richard Smith:** Is there a "train-the-trainer" schedule? *Response: We will offer both and it is included in the price. Training on the system is on-site. "Train-the-Trainer" is a two-day session in Atlanta, GA.*

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4 26

**Appendix E: Resumes**

No questions for this section.

**Appendix F: Network Designs**

**Jeanine Donaldson:** Is this enough trunks? *Response: We will utilize current trunk capacities. We will conduct a "busy" study from local phone service.*

**Ben Pingree:** Is 8 spots enough for EMS? *Response: Yes.*

**Richard Smith:** Does Option #2 run anywhere in Florida? *Response: Not in Florida, one similar is in Nassau. One in North Carolina.*

**Richard Smith:** Is there redundancy on trunking? *Response: Not proposed in our response.*

**Appendix G: Addendum Acknowledgment**

No questions for this section.

**Richard Smith:** Does your proposal contemplate reverse 9-1-1 capabilities? *Response: No, not included as it was not asked for.*

◆ **Review of Proposals - SPRINT/CML**

**Executive Summary** – No questions for this section.

**Bid Download** – No questions for this section.

**General Instructions** – No questions for this section.

**Indemnifications** – No questions for this section.

**Insurance** – Addressed previously by Karen Harrell.

**Scope of Services**

**Edith Taylor** – Pg. 3, Clarification, contract is for 5 years plus option for 2 year automatic renewal at 2-5 year price.

**Jeanine Donaldson** – Pg. 4, Refers to Positron, was this a "cut and paste"? *Response: This was an error on our part.*

**Ben Pingree:** Positron, do you accept change to "CML"? *Response: Yes.*

Pg. 5 – 7 – No questions.

Pg. 8

**Jeanine Donaldson:** Where is the alarm? *Response: Can be located on the terminal or within 100 feet of ANI/ALI controller.*

Pg. 9 - 12 – No questions.

Pg. 13 – Why is the section in the middle of the page highlighted in yellow? *Response: Explains that this a networked database.*

Pg. 14 – Another reference to Positron instead of "CML".

Pg. 15 – 17 – No questions.

Pg. 18 –

**Richard Smith** - Is there a capability for Leon County to have a "Customer Comments" Field? Can it be automated to show the new/old address? *Response: This is related to the ALI database. It will not be automated over the ALI database; there needs to be a 2<sup>nd</sup> database local to 9-1-1 sentinel server.*

**Same question(s) to Interact.** *Response: Cannot send old address over network. Can be in comments field, can supplement the ALI. It is up to us to maintain the old address database.* **Richard Smith:** Explain how you handle this. *Response: We have on-site database personnel that will handle this for you.*

Pg. 19-20 - No questions.

Pg. 21

**Edith Taylor** - Are we able to adjust the volume? *Response: Yes.*

Pg. 22 - No questions.

Pg. 23

**Jeanine Donaldson** - Is the "mute" button the same as "privacy", don't lose connectivity? Can we change to "Privacy"? *Response: Just change label on the button.*

Pg. 24

**Richard Smith** - The call history is the last 5 calls. *Response: Yes, note is from the last call.*

Pg. 25-26 - No questions.

Pg. 27

**Richard Smith** - Is this system capable of displaying ESN's and the names? *Response: Select transfer agencies; can be configured to come up and display 6 agencies.*

**Same question to Interact.** *Response: Yes.*

Pg. 28 - 29 - No questions

Pg. 30

**Edith Taylor:** Will this fit our needs and give us what we want? Will we be able to tell what is going on in the entire system? *Response: Can be imported to Crystal or Excel database, printable. Will generate color graphics, can generate reports to just the location.*

**Same question to Interact.** *Response: Yes.*

**Edith Taylor:** Can I see the number of wireless calls or number of landline calls? *Response: Yes, can report wireless, wireline, TTY, abandoned.*

**Richard Smith:** Will it show a report of calls with no ANI/ALI? *Response: Yes, it will show "no record found." You can do a call detail report and apply filters.*

Pg. 32

**Richard Smith:** We have a new timeline based September 14, not August 15. Can you still meet go live date of December 17<sup>th</sup>. *Response: No issues with meeting deadline based on September 14<sup>th</sup>.*

Pg. 33 - No questions.

Pg. 34

**Ben Pingree:** What are the differences between CML & Positron features and function? *Response: Equipment issue and technical support is where differences will be evident.*

Pg. 35 - No questions.

Pg. 36

**Richard Smith:** Is "train-the-trainer" local? *Response: Yes.*

Pg. 37-38 No questions.

Pg. 39

**Richard Smith:** Regarding critical spares, Interact are spares included? *Response: Part of the contract, on your premise, belongs to you.*

**Same question Sprint.** *Response: Sprint already maintains spares. We list in our pricing; we do not require the county to purchase spares. We list critical spares kit in options if you want them on site. Critical spares are maintained at Blairstone; this is a part of Maintenance. If spares are dedicated specifically for Leon County, then it's part of Options.*

Pg. 40-42 No questions.

Pg. 43

**Edith Taylor:** Upgrades are available for purchase? *Response: Upgrades are provided as a part of maintenance; we install and test. If new enhancements are issued by CML, there will be a cost to you.*

**Ben Pingree:** 2.1.18.1 "Sprint is willing to discuss the specific parameters related to liquidated damages once the bid is awarded." *Response: We can't be held liable for things beyond our control.*

Pg. 44

**Ben Pingree:** 2.1.18 Penalties, please explain "Sprint is willing to discuss the specific parameters related to liquidated damages once the bid is awarded." *Response: Installation is projected by December 15. This is a legal response. It depends on who is responsible for the system being down. Example: a hurricane, act of God. The RFP did not clarify. Will try to get cleared up today.*

**Richard Smith:** Is it possible to have this information prior to bid award? This needs to be provided before the committee ranks the RFP's.

Pg. 45

**Ben Pingree:** Same issue with regard to liquidated damages. "Major" or "minor" failures, did we already determine this, in the proposal? *Response: Page 13 of the RFP. Sprint Response: We further defined with percentages.*

**Richard Smith:** Relative to NENA requirements, "Upon award of bid Sprint will work with Leon County to establish guidelines...needs for ALI database accuracy." *Response: NENA's requirements are recommendations. We don't have any problems with NENA's, but didn't know the ones you were referring to.* **Richard Smith:** Please clarify for us.

Pg. 46-52 No questions.

Pg. 53

**Richard Smith:** Sprint's Techs, Marvin and Donny, will be trained on CML's system? *Response: Yes.*

Remainder of this section – no questions.

Attachment 1 – Sprint Corporation brochure. No questions.

Attachment 2 – CML Brochure.

**Ben Pingree:** Your offices are in Canada? *Response: We are a sub-contractor of Sprint.*

Attachment 3 – 6 No questions.

Attachment 7

**Richard Smith:** Relative to wireless requirements, do they meet NENA requirements. *Response: Yes.*

Attachment 8 No questions.

Attachment 9

**Ben Pingree:** Training and "train-the-trainer" is local? *Response: Yes.*

Attachment 10 No questions.

Appendix A-B No questions.

Appendix C-D

Already discussed; Sprint will address this.

Appendix E No questions.

**Richard Smith:** Before reviewing pricing, lets look at the configuration diagram.

**Ben Pingree:** Is this the same with redundancy separate connection for each PSAP? *Sprint Response: VOIP for each PSAP. The Central Office will provide the redundancy.*

**Edith Taylor:** Does this apply for the Mobile Command Center? *Sprint Response: As long as it is connected; CO based solution.*

Appendix F Pricing (See Attachment A attached hereto)

Additional Comments:

**Sprint:** Will have an answer by late afternoon regarding liquidated damages. If Sprint's network (Blairstone) is down, equipment provider is responsible for liquidated damages? How does a different vendor deal with down time when the network provider (Sprint) is down?

## ◆ Review of Proposals - CML

Section 1 No questions.

**Richard Smith:** Is the insurance issue being resolved. *Response: Yes, today.*

Section 2

Pg. 4

**Edith Taylor:** Routing of Mobile Command Center off TPD's controller? *Response: Can be both.*

**Richard Smith:** Is your Option 1 similar to their Option 1? *Response: Yes. Option 2 redundancy like others. (Note: Interact and CML's Option 2 offers redundancy. Sprint/CML – redundancy is not available.)*

Pg. 5 No questions.

Pg. 6

**Jeanine Donaldson:** Are you housing the individuals on-site? *Response: They would be on-site Monday – Friday. Can be housed at a remote local office, or small area on-site. Maintenance is performed every day. Arthur Krause will manage the database. We will have 2 technicians locally, 8 total around the state, with 4-5 during cutover and setup.*

What Florida counties do you have contracts with? *Response: Duval, St Johns, and Polk.*

Pg. 7-8 No questions.

Section 3

Pg. 1-2 No questions.

Pg. 3

**Richard Smith:** Alarm, is yours the same as the previous discussion? *Response: Yes.*

Pg. 4 No questions.

Pg. 5

x 26

**Jeanine Donaldson:** Regarding #4, is this saying that the company is not Sprint and doesn't have ESN, PBX information? **Response:** A PBX number is an extension off the PBX from a different provider, and shows the PBX address. If the owners of the PBX would maintain the database properly, it would display properly. Can you find out the correct numbers from the PBX provider? **Response:** yes.

**Pg. 6**

**Richard Smith:** Statement regarding the network. **Response:** Using existing network trunks leaving the same way. Going with this assumption is correct. A study should be done every year to determine the number of trunks needed for wireless/wireline.

**Pg. 7**

**Edith Taylor:** Longest idle, is this an option? **Response:** Yes, longest idle is one option, priority – 1 caller assigned 1<sup>st</sup> call, etc.

**Pg. 8**

**Jeanine Donaldson:** First paragraph, they make themselves available every time? **Response:** Abandoned call. **Jeanine:** I want to be sure everyone can't make themselves "unavailable." Use of log-on log-off.

**Pg. 9-11** No questions.

**Pg. 12**

**Jeanine Donaldson:** Will our existing headset work with your system? **Response:** What is the make and model? If it is a Motorola it's not a problem.

TPD headset information: GNetcom 0911, ACS C3G-15 (amplifier). All providers certified that their equipment will interface with TPD's headsets.

**Pg. 13**

**Richard Smith:** Addressing, will this be included with the caller ID information, old address in the comments field? **Response:** We will be maintaining the database for you.

**Pg. 14-15** No questions.

**Pg. 16**

**Jeanine Donaldson:** #12, ring back, do you dial or double click? **Response:** Use a button provided.

**Pg. 17**

Privacy/Mute issue? **Response:** Waiting for an answer.

**Pg. 18-21** No questions.

**Pg. 22**

**Ben Pingree:** Similar to software used for mapping? **Response:** Yes.

**Pg. 23-25** No questions.

**Pg. 26**

**Edith Taylor:** Is this the same as the previous package? **Response:** Stats package located at each selective router and one overall for the county. Reports needed at selective router and PSAP's.

**Pg. 27-28** No questions.

**Pg. 29**

**Edith Taylor:** Regarding the timeline, any problems meeting since the contract award date may be 9/28? **Response:** We don't see any problems.

**Pg. 30**

CML: Training will be on-site for new people.

**Pg. 31** No questions.

**Pg. 32**

**Richard Smith:** All training will be on-site? **Response:** Yes, as often as needed, we're flexible.



Pg. 33-35 No questions.

Section 4

Pg. 1-3 No questions

Section 5-6 No questions.

Section 7 Pricing

See Attachment A

Note: Sprint/CML has a single point of catastrophic failure. Interact and CML have a dual system.

Section 8

**Richard Smith:** Do we pay one year in advance? Can it be a monthly payment? Is this negotiable?

**Response:** *We will get this resolved.*

Section 9-10 No questions.

Section 11

**Richard Smith:** Same as -- **Response:** Reflects direct trunking to selective routers.

**Richard Smith:** Option 3, 1<sup>st</sup> instance? **Response:** *No additional cost, same pricing structure.* Option 4, same pricing structure? **Response:** *yes.*

◆ **Review of Proposals - SPRINT/POSITRON**

Executive Summary: Includes Positron

Network Diagram: CO based solution, voice-over IP, 2 controllers, both located at CO.

Section 2

**Ben Pingree:** II.ii Blue section, should Leon County choose to terminate without cause what is the early termination fee? **Response:** *If Leon County pulls out, and we have no opportunity to repair and we have \$500,000 invested, we have no recourse to correct the error. Possibility. Legal may change incremental payment requirements if no recourse to correct is given.*

**Richard Smith:** Provide an answer to this question before tomorrow.

II-4: Proposal was supposed to include this, can we get pricing? **Response:** *See Section T, can include this 1 time per year at no cost.*

Section 4 Indemnification

**Ben Pingree:** Not sure we want to indemnify and defend Sprint. (Note: this section is flagged in this one and Sprint/CML proposal for resolution by the County Attorney.)

Section 5 Insurance

Note: Certificate of insurance has been included.

Scope of Services

Pg 3-6 No questions.

Pg. 7

**Ben Pingree:** Clarify who will identify if re-engineering is needed. **Response:** *Leon County, Sprint, Positron.*

**Richard Smith:** Is re-engineering included in the price? **Response:** *yes.*

Pg. 8-13 No questions.

Pg. 14

**Richard Smith:** 19, is ring-down included in the price? *Response: Yes.*

Pg. 15

**Richard Smith:** Explain type 5 and 4. *Response: Type 5 is a customer-maintained system; Type 4 is ANI-ALI done through Sprint's network. Have done phase 1 and phase 2.*

Pg. 16 No questions.

Pg. 17 Headset compatability? *Response: Not a problem.*

Pg. 18

**Flag Section 1.4.4** *Response: Go to Attachment A (See 17 of 87, button bar is user definable.)*

Pg. 19-22 No questions.

Pg. 23

**Janine Donaldson:** Since we currently have Positron equipment, is everything taken out and new brought in? *Response: Yes, that's your requirement.*

Pg. 24-25

Pg. 26

**Richard Smith:** Is system configuration diagram available? *Response: Located back in the Executive Summary.*

Pg. 27

**Richard Smith:** Relative to the stats problems we have now, does this proposal resolve these issues? We now buy tandem data. *Response: Power Accutrak MIS old package couldn't pull up individual call records. Power MIS is enhanced, will be a network system with individual reports. Page 59 lists all reports.*

**Richard Smith:** Can they be sorted by field? *Response: Yes. Information is exportable. Can differentiate between police department and fire department.*

**Becky Gay:** TPD is dispatch for police and fire – do they need separate logins?

**Jeanine Donaldson:** We will have 7 law enforcement and 2 fire positions in the new system. *Response: Can query by "10" codes. It can be 2 separate logins. This is a user-defined policy.*

**Becky Gay:** For budget reasons, EMS and LCSO need to know number of calls at LCSO, as same person handles EMS and LCSO calls. *Response: Possible solution to above problem is to put a button on top of the screen; hit the button to tag the call for fire, police, EMS. Interact: Yes. Sprint/CML: It's a manual entry. CML: Yes.*

Pg. 28 No questions.

Pg. 29

**Richard Smith:** Relative to the timeline, contract award date of 9/28, and go-live date of 12/17 prior to the holiday. *Response: We can fluctuate within these dates. No matter who is selected, the equipment will be there. Sprint: The advantage to this proposal is everything will be at the CO.*

Pg. 30-33 No questions.

Pg. 34

Critical spares issue

Pg. 35-36 No questions.

Pg. 37

**Positron:** Regarding Evergreen, new feature functionality given to Leon County free? *Response: If given to Sprint free, it is given to us free.*

Pg. 38

**Richard Smith:** Workstations? *Response: 5 years/Positron, software 7 years. Penalties: liquidated damages*

Pg. 39 Liquidated damages

Pg. 40 Database accuracy. NENA requirements vs. NENA recommendations. *Response: We are compliant at both, which does Leon County want.*

Pg. 41-53 No questions.

Attachment A

Pg. 1-72 No questions.

Pg. 73

**Jeanine Donaldson:** Who is doing the training? *Response: Positron does the training on-site.*

**Ben Pingree:** Number of staff to support? *Response: Sprint has 3 techs in Tallahassee.*

**Richard Smith** – Is train-the-trainer local? *Response: Yes, local.*

Attachment B-E No questions.

Attachment F Pricing

See Attachment A.

**Note:** Positron equipment in Mobile Command Center is owned by LCSO. Group consensus leave in the cost.

## 9-1-1 RFP EVALUATION COMMITTEE AUGUST 19, 2004

Richard Smith, LCSO/DEM - *Chair*  
Becky Gay, LCSO/Com - *Member*  
Ben Pingree, LCBCC - *Member*  
Erin Imus, LCSO/DEM  
Robert Pough, 9-1-1 Direct  
Cindy Rolland, Sprint  
Mike Horine, Interact  
Debra Smith, TDS Telecom  
Arthur Kraus, AK Associates  
Victor Tochijara, CML

Edith Taylor, LCSO/DEM - *Member*  
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Judy Botts, LCSO/DEM - *Minutes Recorder*  
Jeff Hunt, Positron  
Stephen Fullerton, Sprint  
Ed Gonzalez, Interact  
Ann Marie Lang, TCI  
Dave Wychoff, CML  
Ken Morris, LCBCC  
Scott Pate, Positron

### ◆ Review of Proposals - 9-1-1 DIRECT

Executive Summary – No questions.

Pg. 4

**Jeanine Donaldson:** "two(3) separate E9-1-1 systems", how many systems are you proposing?

**Response:** Three (3) different systems. (Typo in proposal)

Pg. 5 No questions.

Pg. 6

**Richard Smith:** Are you proposing separate ALI databases at TPD and LCSO? **Response:** Separate databases at LCSO and TPD, with an option for the Mobile Command Center.

Pg. 7-13 No questions.

Response to RFP Section

**Richard Smith:** Do we have a problem with "understood" vs "comply?" **Response:** "Understood" means that, when RFP says "comply" we said "comply."

**Ben Pingree:** Will you be willing to change your response to "P" to "comply?" **Response:** Yes

Technical Response to RFP Section

Pg. 2-3 No questions.

Pg. 4

**Ben Pingree:** Referencing last bullet in last box, explain. **Response:** It's a VOIP and a traditional solution, what we have now, housed at each PSAP.

Pg. 5-7 No questions.

Pg. 8

Refers reader to Pg. 10, section 1.4, of Product and Service Overviews binder. Pg. 10 omitted.

**Response:** Will provide later today.

Refers reader to section 1.25 on Pg. 8 of Product and Service Overviews binder. Section omitted.

**Response:** Will provide later today.

Refers reader to Pg. 17, section 2.4, of Product and Service Overviews binder. Not located.

**Response:** Should be 1.4. Will supply circuit charts to you later today.

Pg. 9-10 No questions.

Pg. 11

**Richard Smith:** Is the administrative phone interface option included in the price? **Response:**

No. Jeanine Donaldson: Will not use. Becky Gay: Will use.

**Richard Smith:** Provide clarification on Section XVII. Selective Routing Database Description.

**Response:** Uses Sprint's selective routing and provides a local database which is maintained by Sprint; or, maintained by Positron at each location.

Pg. 12 No questions.

Pg. 13

**Richard Smith:** Please expand and explain the last item on this page.

**Response:** Keep the Sprint ALL, which is one option, then wireless carriers received in the Sprint database. Or, a local database maintained by 911 Direct, wireless carriers will be directed to this database.

Pg. 14 No questions.

Pg. 15

**Richard Smith:** Will your equipment accommodate TPD's current headset? **Response:** Not an issue.

Refers to Section 2.4.4 on Page 24 of Product and Services Overviews. Section not found.

**Response:** Will provide later today.

Pg. 16 No questions.

Pg. 17

Section 2.4.9 on Page 31 – Missing

Section 2.5.3 on Page 40 – Missing

Pg. 18

Section 2.4.7 on Page 26 - Missing

Pg. 19

Section 2.5.1 on Page 36 – Missing

Section 2.4.7 on Page 26 – Missing

Section 2.5.2 on Page 38 – Missing

**Response:** All missing items will be provided before end of the day.

Pg. 20-24 No questions.

Pg. 25

**Richard Smith:** Section 6, page 88 not found. Section 5, page 80 not found.

Pg. 26

**Richard Smith:** Referencing section 2.1.14.1, last paragraph, additional map positions will be at an additional cost?

**Response:** There will not be additional pricing; take out the word "not", it is included.

**Richard Smith:** What is the pricing for critical spares? **Response:** Take out the word "optional", it's included in the price.

Pg. 27

References section 6.10.1.1 on pg 93, not found.

**Richard Smith:** In section 2.1.17, upgrades are optional? **Response:** Take out word "optional."

**Richard Smith:** do we add 2 years to the price for maintenance of workstations? **Response:** No, this is the same as the Sprint proposal.

Pg. 28 No questions.

Pg. 29 Missing.

**Response:** See "Expectations" tab.

#### Qualifications

**Richard Smith:** Nothing but a blank page. **Response:** This includes resumes, which we will provide.

#### Scope of Work

**Richard Smith:** Referencing paragraph #3, please explain. **Response:** This is only a sample, not tailored to Leon County.

#### Trunking & Facilities – No questions

#### Expectations

**Richard Smith:** Is the down payment with additional payments a negotiable item? **Response:** yes.

#### Cost Matrix

See Attachment A attached hereto.

**Vendor comments:** To display mapping on separate monitors, refer to Option pricing which is for extra components.

**Note:** A replacement of entire Product and Service Overviews was given to all evaluation committee members. (To resolve missing pages/references.)

Pg. 8 (Replacement) No questions.  
Pg. 15 (Replacement) No questions.  
Pg. 17 (Replacement) No questions.  
Pg. 18 (Replacement) No questions.  
Pg. 19 (Replacement) No questions.

Pg. 25 (Replacement)

**Richard Smith:** The in-house pre-staging is done at Positron? **Response:** Yes. The system is shipped plug-n-play.

**Richard Smith:** Is training and train-the-trainer done locally? **Response:** yes

Pg. 27 (Replacement) No questions.

Pg. 93 No questions.

### ◆ Review of Proposals - TDS-TCI

Section A No questions.

Section B Executive Summary – No questions.

Section C Response to Requirements

Pg. 3

**Richard Smith:** Is the workplan and implementation schedule flexible? **Response:** As this is a very large project, we will work over the holidays if needed. We feel we can meet the timeline.

**Richard Smith:** What is the worst-case scenario? Four months? **Response:** Four months would be a worst-case scenario. We will do whatever is needed to get the system in by December 17. We would hire additional employees if needed.

Pg. 4 No questions.

Pg. 5

**Richard Smith:** Referencing Sec. XII Database Accuracy, is this compliant with NENA? *Response: We are very knowledgeable of NENA standards. TCS & HBF will maintain the database for you.*

**Richard Smith:** Referencing Sec. XV, is monitoring available on a 24 hour basis if required, or as necessary? *Response: We will provide a dial-up and modem, included in the price, to enable monitoring and diagnostics whenever it is needed.*

**Richard Smith:** Referencing Sec. XVI, the database is kept in Seattle and Phoenix? *Response: There are two full-redundancy servers in these locations all included in the price. The alias and primary addresses can be included. HBF can do this for you, you would have a customized process for updates of the database.*

Pg. 6

Sec. 2.1.5 Wireless Phase II Should be Tab "S"

**Edith Taylor:** Can you lock down the screens? *Response: Yes, you can lock down everything if desired.*

**Richard Smith:** Will your system accommodate TPD's current headset jack requirement? *Response: Not a problem.*

Pg. 7

**Richard Smith:** You can see past 25 calls? *Response: The unit has a 30 GB harddrive.*

**Richard Smith:** Is there local database support? *Response: We propose that it physically reside in Seattle and Phoenix.*

**Richard Smith:** Can the system interface with a net clock for local time? *Response: Yes, there is a net clock interface.*

Pg. 8

**Richard Smith:** Referencing Sec. XIII, for abandoned calls, does the flag go away when someone recalls the caller? *Response: Once answered, the flag goes away.*

**Richard Smith:** Referencing Sec. XV, does the Privacy/Mute function like ours currently? *Response: Yes, you can't mute the caller.*

**Richard Smith:** Referencing Sec. XVII, is instant recall provided? *Response: Yes, at each workstation.*

Pg. 9

**Edith Taylor:** Referencing Sec. XVIII, what is the ZOO machine? *Response: This allows for database updates.*

**Richard Smith:** Please explain stats package manipulation. *Response: We use the InfoVision reporting system which uses an SQL server. It can provide canned reports, or you can create queries utilizing a Report Wizard. Can create bar and pie charts. (Tab X details InfoVision)*

**Richard Smith:** If I don't have the date and time of a call but I want to search for a telephone number, can I search without that information? *Response: We'll check with TCS to see if this is possible. This is part of the ALI database function, not the report package.*

Pg. 10

**Jeanine Donaldson:** Referencing Section 2.1.7, can a workstation be left on all the time, or is log on/off necessary? *Response: You need to log on; can be left on if needed.*

**Richard Smith:** Is primary ESN assigned to each phone, will it show based on the location? *Response: Buttons are customizable. When you press the button(s) it conferences.*

SOP/DMS 1 – No questions.

**Edith Taylor:** Will we have a copy of the database here? *Response: Yes, we don't have an unbundled price from Sprint yet on the database.*

**Richard Smith:** Regarding ALI updates, are the vendor and this office (LCSO/DEM) only ones that can update?  
**Response:** Yes.

**Richard Smith:** If MSAG updates sent to Sprint via the WEB, there's no record. How do we verify we did it?  
**Response:** Will ask TCS if this can go via fax, or if a verification can be made. You can have a contract with TCS or TDS. **Richard Smith:** We want a single point of contact for everything.

#### PSAP Data Discrepancies

**Richard Smith:** Does the phone class show for every record? **Response:** Yes. It shows a couple of different ways for wireless.

**Richard Smith:** (Referring to "E911 Call Problem Report PSAP Discrepancy Add Screen" graphic in Tab C) Does this take the place of our current MSAG form? **Response:** We can customize the procedure for you.

#### Training

**Richard Smith:** Is Training and train-the-trainer provided locally? **Response:** Yes, this is local.

#### Mapping

**Richard Smith:** Can you direct load our GIS data? **Response:** As long as it is in ESRI format.

Tab D – G No questions.

#### Tab H

**Richard Smith:** Can we query the database from any position? **Response:** Yes.

**Richard Smith:** Will it show a manual inquiry? **Response:** Yes.

**Edith Taylor:** The mapping does meet the specifications and requirements; I saw it demonstrated in June.

**Richard Smith:** Can I download plume models? **Response:** yes.

**Richard Smith:** Is there optional pricing available for additional mapping terminals? **Response:** yes.

Stats Call Info – No questions.

**Jeanine Donaldson:** Can I share ad hoc queries with someone else? **Response:** yes.

#### Implementation Schedule

**Richard Smith:** Can you have everything operational by January 1<sup>st</sup>? **Response:** Yes.

**Richard Smith:** Referencing sec. 2.1.15 Malfunction Process, are critical spares included in base price? **Response:** Yes.

**Richard Smith:** Referencing sec. 2.1.17 upgrades, is the refresh fee for seven years included in the price? **Response:** Yes.

Database Accuracy – No questions.

#### Exceptions

**Ben Pingree:** Referencing sec. 2.1.18.1 liquidated damages, the RFP language is from our legal department which has been approved by the Board of County Commissioners. RFP language without exceptions will be weighed with those without exceptions. **Response:** We have included a copy of our contract for your review.

Tab D – No questions.



**Tab E Scope of Work**

Vendor comment: Scope is based on RFP for Leon County

**Ben Pingree:** Are technicians located on-site? *Response: Technicians are located in Gadsden County, we have 10 technicians.*

Pg. 4

T = Turnkey; S = Subject Matter Expert

Pg. 9

**Richard Smith:** Referencing the third bullet, does "customer" refer to us? *Response: yes.*

**Richard Smith:** Will the engineers give advance notice? *Response: The engineers will do a survey and provide and advanced plan.*

**Richard Smith:** We provide X-Y coordinates? *Response: If you want Phase II GIS, you will need to put X-Y coordinates in decimal format on the map. There would be a fee for the map to be revised by GEOCOM in Minnesota.*

**Richard Smith:** Will you require anything different from Positron? *Response: Probably not.*

**Tab F Network Diagram**

2 Cisco call managers  
Dual servers (4 servers)  
2 controllers and 2 call managers  
VOIP meets NENA standards  
FAMU – supposed to have 1 position  
LCSO – 8 positions  
TPD – 7 + 2 fire positions

**Richard Smith:** What is the frame relay? *Response: Provides ability to design the network, the number of position, data, and price pipes accordingly.*

**Tab H – No questions.**

**Tab I – Pricing**

See Attachment A attached hereto.

Note: Revised pricing hand-out for including selective router; still trying to obtain Sprint pricing.

**Richard Smith:** If you use this while you're waiting for the Sprint pricing, is this a worst-case scenario? *Response:*

911 Direct – factored in an estimated price for Options 1 and 2; Options 3 & 4 already included.

CML – already included

Positron – already included

**Richard Smith:** Can you obtain the bundled pricing and include by the end of the day? *Response: yes.*

**Tab J No questions.**

**Tab K**

**Richard Smith:** 30% of the non-recurring costs due at signing, is this negotiable? *Response: Yes. We can also do leasing for 7 years with a buy-out.*

**Ben Pingree:** We used lease pricing on 911 Direct for the recurring costs.

**Tab L No questions.**

Tab M Additional reference list handed out (Omitted in RFP)

Tab N – Y No questions.

**Richard Smith:** Regarding a database query, can it handle a reverse ALI and can it flag?

**Interact Response:** Yes, if you have your own database you can do it.

**Sprint CML Response:** No, can't query on location, runs off the telephone number, not the address. If you know the number, you can query.

**CML Response:** Yes, yes.

**Sprint/Positron Response:** Yes if you have the database. Same response as Sprint/CML.

### ◆ Scoring 9-1-1 Proposals

Vendors may stay, but are not permitted to provide further input into the process. The evaluation members are the only ones able to speak

Leon County's consultant, RCI, prepared a letter providing their Evaluation Report of the proposals submitted in response to Leon County's RFP. (Attachment B) A copy of the letter was provided for all evaluation team members and time was provided for them to review.

**Ben Pingree:** Our current pricing information is better than RCC's. All "to-be-determined" issues have now been resolved.

**Richard Smith/Instructions to evaluation team members:** Each member should evaluate the proposal individually on their own, recording scores on the score sheet provided. When the score sheet has been completed, sign your score sheet and turn in to the Recorder who will enter all scores into a spreadsheet for tabulation.

Score sheets were turned in to Recorder from Richard Smith, Ben Pingree, Jeanine Donaldson, Edith Taylor and Becky Gay. All scores were entered on a sheet for automatic tabulation and calculation. Each team member was provided with a copy of the completed tabulation sheet and instructed to review their scores against the ones submitted on their individual score sheet. Everyone acknowledged the accuracy of the scores entered on the tabulation sheet.

The top three ranking proposals were placed on the short list:

TDS  
CML  
Sprint/Positron

The three short list vendors will return on August 26 and will be allowed 1 ½ hours to make a presentation to the evaluation team. Purchasing will prepare the legal notice of the August 26 meeting.

## 9-1-1 RFP EVALUATION COMMITTEE AUGUST 26, 2004

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Richard Smith, LCSO/DEM - *Chair*  
Becky Gay, LCSO/Com - *Member*  
Ben Pingree, LCBCC - *Member*  
Erin Imus, LCSO/DEM  
Dave Wychoff, CML

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Edith Taylor, LCSO/DEM - *Member*  
Jeanine Donaldson, TPD - *Member*  
Judy Botts, LCSO/DEM - *Minutes Recorder*  
Arthur Kraus, AK Associates  
Victor Tochijara, CML

### ◆ Vendor Presentation - CML

(Copy of Presentation Attached hereto and identified as Attachment C.)

Slide #1: No questions

Slide #2: Edith Taylor: Does the recorder record all lines. *Response: From each call taker position.*  
Edith Taylor: We start recording before the call is answered. *Response: We can program it to do that.*

Slide #3: No questions.  
Vendor comment: One installed in Dothan, has 9 PSAP's.

Slide #4: No questions.

Slide #5: Stores 100 previous calls.

Slide #6: ENS capability

Slide #7: Can monitor selective router, carrier, and trunk.

Slide #8: Since this is an IP connection, can be monitored in LCSO/DEM EOC.

Slide #9: No questions.

Slide #10: This is a work station in a suitcase. Auto set-up disaster recovery system.

Slide #11: 100% redundant system. Each circuit will have 2 routes through 1 of 2 selective routers

### Database Presentation

Slide #1

Becky Gay: Can ACD be turned off? *Response: Yes.*

Can take a button off, or can restrict its use by user ID.

Can bring in a PBX cable, depending on model, and can do call transfers.

Screen configuration is maintained by user ID.

Regarding the ACD, calls are answered in order received. On-site technicians can change configurations as often as necessary.

**Richard Smith:** If the database is changed, where is the old address located? *Response: In the comments field or a supplemental database.*

**Edith Taylor:** The advantage with a local database is that you can have different fields or change where you want a field located.

Regarding reports, can show times when all circuits are busy.

The map will enable locating an accident, showing intersecting streets, and brings up all ESN information. (Wireline call.)

For wireless calls, it shows the Telco provider.

**Ben Pingree:** If a person calls from a house and doesn't know the address where they are calling from, how do we locate the caller? *Response: Would have to contact the caller's Telco provider. There is a program available that can tell you which company owns that number.*

P.01 An analysis is done annually to ensure you're not over/under trunked.

Do not have to take out Positron equipment out.

Do not recommend VOIP at this time.

Includes one hardware changeout at no cost.

Implementation

◆ Vendor Presentation – TDS/TCI

Richard Smith, LCSO/DEM - *Chair*  
 Becky Gay, LCSO/Corn - *Member*  
 Ben Pingree, LCBCC - *Member*  
 Erin Imus, LCSO/DEM  
 Terry Ryan – TCI  
 Debra Smith – TDS

Edith Taylor, LCSO/DEM - *Member*  
 Jeanine Donaldson, TPD – *Member*  
 Judy Botts, LCSO/DEM – *Minutes Recorder*  
 Victor Tochijara, CML  
 Ann Marie Lang, TCI  
 Rodney Lacey, TDS

(Copy of Presentation Attached hereto and identified as Attachment E.)

**Agenda Slide:** We have been using VOIP in Alabama for three years. We are working with Sprint to get the unbundled network rate.

**Call Manager System Drawing:** This is the Talaladega Call Manager system, which is Norstar. Tallahassee with have a CISCO Call Manager. The telephone console we would provide has 14 buttons, which can be used for speed dialing, extra lines.

**Frame Relay Drawing:** Wireless IP allows calls to Mobile Command Communications Center with one connection.

**Richard Smith:** Is this a VOIP solution? *Response: Yes.* **Richard:** This is the system you quoted in your proposal? *Response: Yes.*

Call control can be done on the work station. Phone is needed for multi-person calls, i.e. barging in. (Listen with transmitter muted.)

**Richard Smith:** Jeanine Donaldson, will you have a workstation for mapping? *Response: We will use our existing work station for our mapping system.* **TDS:** She can only use the monitor if needed. Also, can replace the handset with the existing headset. Every station will have 2 kneehole jacks.

The audio and trunk interface is designed and build by TCI.

When a call comes out of the selective router and needs to be transferred to another PSAP, it stays in the network.

Every PSAP has an IP address. If LCSO was down they could log in at another PSAP.

Every phone set has a profile. Can use extension mobility and can login at any PSAP and have their own profile.

TCI has been a leader for over 20 years in the public service arena.

VOIP over a frame relay has been used in Talladega, AL for 2 years.

**Richard Smith:** What is the pricing difference between the 2 drawings? (Exhibits E & F) Are the prices captured in the Excel spreadsheet? **Response:** Price assumed it was using Sprint's selective router. The non recurring charges also included Sprint's database, using Sprint's selective router. The price we have now is for the 2 CO switch diagram.

Leaving in Sprint's selective router would be easiest to have installed by December 31<sup>st</sup> date.

**Richard Smith:** If we go this way, can we transition to TCS/TCI's selective router system somewhere down the road?  
**Response:** Yes.

Last week's prices included our selective router and estimated the unbundled charges; it would be on the high sided to make sure it's covered.

We are currently using VOIP on another network now; it's tested and it works.

**Edith Taylor:** Is there another pipe for my recorder? **Answer:** Your recorder would require 2 additional circuits, depending on the recorder.

Additional features:

- Alarms on display flash red on bottom of the display area
- Panels can be unlocked, repositioned and then relocked, by a Supervisor.
- Each dispatcher will have a logon ID.
- Oldest 9-1-1 call is answered first if an administrative call comes in at the same time.

**Edith Taylor:** What is on the desk? **Response:** Display (1 or 2), phone, keyboard/mouse; CPU is under the table.

**Edith Taylor:** What is the stats package? **Response:** We use InfoVision, runs on a SQL database; stores all calls. Can display up to 20 call events that you pick. Has a variety of canned reports and graph charts. Can write and save SQL queries.

## 9-1-1 RFP EVALUATION COMMITTEE AUGUST 31, 2004

Richard Smith, LCSO/DEM - Chair  
Becky Gay, LCSO/Com - Member  
Ben Pingree, LCBCC - Member  
Erin Imus, LCSO/DEM  
Dale Finch, Sprint  
Cuneyt Ornek, Positron

Edith Taylor, LCSO/DEM - Member  
Jeanine Donaldson, TPD - Member  
Judy Botts, LCSO/DEM - Minutes Recorder  
Stephen Fullerton, Sprint  
Cindy Rolland, Sprint  
Stephen Mooney, Sprint

### ◆ SPRINT/POSITRON PRESENTATION

(Slide Presentation included – Attachment E)

Slide 3, Bullet #2 – Mapping and call handling should be provided by the same vendor

Slide 4, FAMU and FSU positions include 2 screens and 1 pc  
Private network (closed)  
Updates to GIS system feed out and update all locations  
Network connectivity between TPD and LCSO (Optional)

**Richard Smith:** Where is the Mobile Command Center? *Response: It's not on the drawing; would hook into CAMA trunk like today.* **Richard:** If the Mobile Command Center is not included in the drawing, is it included in the price? *Response: Yes.*

Slide 6 Redundancy is at the CO.  
ALI links at the CO.

Slide **Positron VOIP solution:**  
-Main difference between what we have and the proposed, this is a data solution; new devices can be added easier.  
-SIP Compliant - Open platform  
-VOIP supported by same components package  
-Less training  
-SIP doesn't support barging; however, we have built in a switch  
-ANI/ALI- 1 person handles all changes  
-Reportable outages-governed by SEC (Any outage of 30+ minutes)  
-Totally digital network  
-2 databases, protects information  
-Premise-based selective router-when it goes down caller gets a fast-busy tone; Sprint's CO selective router can reroute calls if needed.

**What's different from current system:**

- This system will be Phase II
- Can filter any variable
- Reporting is easier to use than Crystal; self-contained.
- Flexibility
- To go to ACD is a software update

**Richard Smith:** Any position can mimic itself anywhere else, including the Mobile Command Center? *Response: Yes. They use their login.*

**Ben Pingree:** Would the reports be accurate? *Response: Yes.*

**Jeanine Donaldson:** We don't use individual logins, we use a generic logon. *Response: If that's*

*what you want, it can be configured to meet your needs.*

**Difference with our VOIP**

- Other VOIP systems – you need to make sure the voice gets there first
- CO based is the safest solution

**Superiority of our solution**

- We own the switch, so we can make it to fit our needs; other companies won't do that
- Can use any open structure phone with the system

**Advantages**

- Cost savings/equipment

**Richard Smith:** Is this included in the current bid? *Response: Yes, it is to replace existing Equipment; if you leave current equipment in place, the price of the bid will drop. Probably just a software upgrade.*

- Used existing pricing standards

- Public Safety team is all located in Florida, not in other states.

**Summary**

**Richard Smith:** – Call trace, does this include cellular? *Response: No, but we work with the cellular providers.*

**Edith Taylor:** There is no local database, does this mean we can do a lookup? *Response: You still need to call us. Software would enable a manual lookup.*

**Richard Smith:** How often is this needed? *Response: The Supervisor can do this. We can enable/disable the manual lookup button.*

**Richard Smith:** Is this included in the price? *Response: It is included – no extra charge.*

**Questions**

**Ben Pingree:** Will what the user sees, be the same as current? *Response: Utilized a screenshot of the GUI (Graphical User Interface) to demonstrate.*

**Richard Smith:** will it show the ESN number? *Response: Yes.*

**Richard Smith:** If the address changes, can we show the old address somewhere? *Response: If you have supplemental fields, or in a separate database. You cannot change the ALI. This is a premise-based application which is updated hour by hour. We can look into this and you would be responsible for maintaining.*

**Richard Smith:** Stats accuracy, is this not an issue in this system? *Response: Not an issue. Single PSAP reporting is simpler.*

**Richard Smith:** Does this system run separate from existing system or parallel? *Response: The new system will be running parallel, it's just a matter of flipping a switch.*

**Edith Taylor:** Regarding SPOC(Single Point of Contact), who is it? *Response: It's a team response.*

**Richard Smith:** If we were to question our bill, would there be a \$200 charge? *Response: No charge.*

**EVALUATION COMMITTEE REVIEW OF VENDORS AND REFERENCE CHECKS**

All vendor representatives left and committee reconvened to consider vendors and vendor reference reports.

**Richard Smith:** Did the call takers express a preference when they had the opportunity to see the product demonstrations a few months back?

**Becky Gay:** Generally, they seemed to like the Sprint solution probably because there is a smaller learning curve for them.

**Richard Smith and Ben Pingree** expressed that they felt more comfortable with the Sprint solution after today's presentation.

RCC prepared a list of 14 questions with a 4 point rating scale, 0 = strongly disagree to 4= strongly agree, to be used in conducting the vendor reference checks. (Attachment F ) **Richard Smith** commenced a review of vendor reference checks conducted by **Edith Taylor**.

■ TDS/TCI

1-4; 2-2 (VOIP only installed in Talladega, AL; 3-4; 4-4; 5-4; 6-3; 7-3; 8-4; 9-4; 10-4; 11-3; 12-4; 13-4; 14-3 Edith Taylor comments: They are still working on the recorder link.

■ CML

1-3.5; 2-3; 3-4; 4-4; 5-3; 6-3; 7-3; 8-3; 9-3; 10-3; 11-3; 12-2; 13-3; 14-3.5 Richard Smith: Are we still giving them office space? Response: Yes, there's a desk in the back room and they said that would work for them.

1-4; 2-4; 3-4; 4-4; 5-4; 6-4; 7-4; 8-4; 9-3; 10-4; 11-4; 12-4; 13-4; 14-4

1-4; 2-4; 3-4; 4-4; 5-3; 6-4; 7-4; 8-4; 9-4; 10-4; 11-4; 12-N/A; 13-Sprint maintains; 14-4.

■ SPRINT/POSITRON

1-4; 2-4; 3-4; 4-3; 5-3; 6-3; 7-3; 8-2; 9-3; 10-2; 11-3; 12-4; 13-4; 14-3.

1-3; 2-1; 3-3; 4-3; 5-3; 6-2; 7-3; 8-1; 9-3; 10-1; 11-1; 12-2; 13-3; 14-2.

1-2; 2-1; 3-2; 4-3; 5-2; 6-1; 7-1; 8-1; 9-3; 10-3; 11-2; 12-2; 13-1; 14-2.

1-3; 2-3; 3-3; 4-2; 5-3; 6-3; 7-1; 8-3; 9-3; 10-2; 11-0; 12-0; 13-3; 14-3.

1-2; 2-n/a; 3-3; 4-3; 5-1; 6-1; 7-0; 8-2; 9-0; 10-0; 11-2; 12-2; 13-3; 14-1.

An informal straw poll of the committee was conducted to determine committee members choice as vendor 1, 2 and 3. Results: 1 - CML; 2 - Sprint/Positron; 3 - TDS/TCI.

Richard Smith: We will need to schedule another meeting to include RCC to get their input into these responses. Some of these are fairly involved and I recommend we wait to make a decision until such time that we meet with RCC.

Next meeting: Friday, September 3, 2004.



## <Vendor Name Here>

	Ref A	Ref B	Ref C	Avg
1. My system was installed and ready for operation on time and within budget, as specified in the project contract.				
2. The new system was integrated well with my existing systems with no major conflicts.				
3. _____ designed and implemented the new system around my organization's needs. We did not have to significantly change our operating procedures.				
4. _____ helped in solving problems encountered during the implementation of the new system.				
5. The system installed by _____ met all of my organization's expectations.				
6. System users are generally satisfied with the new system's functionality and performance.				
7. Any problems encountered by the new system were quickly diagnosed and corrected by _____.				
8. System change orders were promptly implemented and reasonably priced.				
9. User training provided by _____ was adequate for my organization's needs. The time between the end of training and the system cutover was acceptable.				
10. Administration and Maintenance training provided by _____ was adequate for my organization's needs.				
11. Software bug corrections were provided in a timely manner and solved the identified problems.				
12. Software version updates were provided in a timely manner and provided the enhancements requested by system users.				
13. On-going maintenance costs were identical to the prices originally bid by _____.				
14. I am satisfied with the products and services received from _____ and would recommend their products and service to my peers.				

Scoring Scale				
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
0	1	2	3	4

The contacted references also had the following to say:

The most positive thing I can say about \_\_\_\_\_'s system implementation is:

- 1
- 2

The most negative thing I can say about \_\_\_\_\_'s system implementation is:

- 1
- 2

## 9-1-1 RFP EVALUATION COMMITTEE SEPTEMBER 3, 2004

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Richard Smith, LCSO/DEM - *Chair*  
Becky Gay, LCSO/Com - *Member*  
Ben Pingree, LCBCC - *Member*

Edith Taylor, LCSO/DEM - *Member*  
Jeanine Donaldson, TPD - *Member*  
Judy Botts, LCSO/DEM - *Minutes Recorder*

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RCC's September 1 memorandum provided comments to the vendor evaluation responses. (Attachment G)

CML - #10 This issue was addressed during their presentation.

Sprint/Positron - #10 Doesn't have one at the present time.

#11 City of Tallahassee maintains its maps; Leon County maintains maps; CML will maintain maps for us.

The committee was provided with a copy of an email from Agatha Salters, M/WBE Director wherein she indicated that the Commissioners had been contacted by Robert Pough, 9-1-1 indicating that he was available as a subcontractor for any resulting contract. Robert Pough can contact the vendors to make them aware of his company's willingness to participate as a minority business subcontractor.

The committee members were polled to come up with a formal ranking of the three short-listed vendors.  
Results: All members unanimously agreed that CML was 1<sup>st</sup> choice, Sprint/Positron 2<sup>nd</sup>, TCI 3<sup>rd</sup>.

A discussion of content and approach to the agenda item commenced to move forward with contract negotiation. The committee decided that the agenda item should reflect the committee's selection of CML as the preferred vendor and obtain Board approval to direct staff to commence contract negotiation with CML.

A draft of the Agenda Item will be sent to committee members for review and comment.